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TRANSMITTAL FORM (to be used for all correspondence after initial filing)		Application No.	09/379,385
		Filing Date	August 23, 1999
		First Named Inventor	Richard Ney
		Group Art Unit	3629
		Examiner Name	Dixon, Thomas A.
Total Number of Pages in This Submission	21	Attorney Docket Number	2950P015

ENCLOSURES (check all that apply)		
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Firm or Individual name	André L. Marais, Reg. No. 48,095 BLAKELY, SOKOLOFF, TAYLOR & ZAFMAN LLP
Signature	
Date	03/03/03

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Attorney's Docket No.: 2950.P015

Patent

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re of Application of:

RICHARD NEY, ET AL.

Application No.: 09/379,385

Filing Date: August 23, 1999

For: METHOD AND PROCESS FOR
ACCUMULATING AND SUMMARIZING
DATA FOR DEFINED TIME INTERVALS
WITHIN A CUSTOMER INTERACTION
SYSTEM

Examiner: Dixon, Thomas A.

Art Unit: 3629

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Commissioner for Patents
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AMENDMENT AND RESPONSE TO THE OFFICE ACTION

Sir:

In response to the Office Action mailed December 16, 2002, Applicants respectfully request the Examiner to enter this amendment and to consider the remarks that follow.

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